

CHUCK e. FOCUS

Week 10 – March 15, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Houma, LA #706	\$19,511	\$39,565	102.8%
2.	Lafayette, LA #715	\$45,599	\$83,575	83.3%
3.	Mobile, LA #560	\$30,376	\$54,723	80.2%
4.	NO Cypress, LA #684	\$31,703	\$56,946	79.6%
5.	Hattiesburg, MS #566	\$20,268	\$35,981	77.5%
6.	Covington, LA #610	\$35,048	\$60,417	72.4%
7.	Slidell, LA #693	\$20,667	\$35,493	71.7%
8.	NO Veterans, LA #716	\$50,835	\$85,456	68.1%
9.	Levittown, PA #452	\$20,324	\$33,909	66.8%
10.	Columbus, OH #670	\$19,174	\$29,925	56.1%

Tesser Re-Models:

1.	Houston, TX #032	\$23,891	\$44,458	86.1%
2.	Lake Charles, LA #709	\$25,506	\$47,251	85.3%
3.	Indy Castleton, IN #096	\$33,012	\$54,577	65.3%
4.	Glen Burnie, MD #474	\$40,355	\$55,230	36.9%
5.	OK City, OK #888	\$31,090	\$40,945	31.7%



Week 1: Restaurant Basketball Tournament

The rules are quite simple!

Who: Any and all Cast Members and Managers in your restaurant!

When: March 18th – 24th

Where: Your restaurant! Fire up your basketball game in the gameroom!

What do you get: The highest score in each restaurant will receive a fun prize!
(Sent out from the Support Center)

Why: to HAVE FUN, and BRAGGING RIGHTS!

For all the fun Week 1 Details, check out the communication sent out by L&D

Questions? Feel free to reach out to your Regional L&D Manager, or Sondra Fincher at

sfincher@cecentertainment.com

a&b moments...

I had my son's 4th birthday party at your Latham, NY location today at 10AM. Can you please look into which employee handled the party, as I didn't get her name. I just want to make sure she gets recognized. **Today I saw my son have so much fun** I was a crying mess myself. The young lady was **so friendly and good with him, made him smile and kept him focused on the fun**. She was really great. I tried to thank her on my way out but she was busy. You have a gem of an employee. Please notice her, pass my sincere thanks to her. **She is the sort of employee you want to keep**. And please respond to me to let me know you did get this and will pass the word along for me. Thank you so much.

Northeast Region ~ Latham, NY #520 ~ RVP Chris Kelly ~ DM Shawna Vazquez ~ GM Garrick Darrow

anniversaries

20+ YEARS

20 YEARS

Anthony Rochelle
General Manager, 304

10 YEARS

Michael Mitchell ~ 785

5 YEARS

Anthony Arenas ~ 041
Hilda Poitan ~ 397
Felicitas Quinones ~ 397
Yaneth Ramos ~ 397
Vannessa Valitierra ~ 397
Doug Roberts ~ 567

Kobe at this location **does the best guest service I've ever seen in any business I've ben to**. He definitely deserves a promotion. I've had 2 interactions with him and both times it was great. The first about 3 months ago when I took my nieces and a friends child out. He was **really nice which I needed**. Then tonight I took my nieces out and he was super nice and helpful again. The whole crew here is great. Kobe, thank you for everything!

Southeast Region ~ Memphis, TN #563 ~ RVP Bill Eich ~ DM Maurice Chandler ~ GM Eldon Brittmon ~ Cast Member Kobe

We have gone to our local Chuck E. Cheese's in Springfield, MO two weekends in a row. The first Sunday we were guests at a birthday party but were helping the mom get everything together. The party host Nikki was so amazing. She made sure we remembered she was there to help us, **made sure the kids were happy**, played with the birthday boy and interacted with all the kids. The supervisor was also making sure the store ran smoothly while checking on the parties. She also interacted very well with everyone. When we went to the games there was one that was acting up and we found a gentleman working the game room who came over quickly to fix the game and kept my littles entertained while doing it. He spoke with us and made sure the kiddos knew he was fixing the problem with a smile. The following Sunday we went and **had an awesome experience again**. A lot of the same employees were working, along with others. The people at the gift shop **were friendly and patient with us** while we fumbled to figure out exactly what to order and prizes. The same supervisor and game room tech were also working again. All friendly, funny and quick to help. Probably **one of the best groups ever**. My family appreciates the fun we had and without all the employees being so amazing I'm sure it would not have been as fun. Thanks so much.

Western Region ~ Springfield, MO #772 ~ RVP Jim Brawley ~ DM Todd Bell ~ GM Jacob Pfeiffer ~ Party Server Nikki

PIN earners



Congratulations to Lilly Neufeld, the next Ruby Pin earner for team Avon #674! Lilly joined the Chuck E. family just 3 months ago, and has already climbed this high in success! She joined the team in first quarter, immediately making a huge impact in the showroom. Lilly is a bubbly, outgoing, fantastic Party Server. She has made an impact not only for the restaurant, but in her birthday parties as well. Thank you Lilly, for all you do. Your Ruby Pin is very much deserved!

~ This was by far the best experience we have had. Lilly was great and so informative. She was very hands on and I really appreciated it! ~

~ Lilly was an amazing host. She was very attentive. She helped make our first party here great! ~

~ As soon as we walked in we were greeted by the host and our Party Server Lilly. Taking us straight to our table she was very thorough about what the schedule looked like for us. The restaurant was very clean and all employees were on point with every question we had. ~

Congratulations to Megan Perrey, the next Sapphire Pin earner for team Avon #674! In March of 2018, we celebrated Megan as she earned her Ruby Pin. Now once again, we get to celebrate her accomplishments as we award her at the next level with her Sapphire Pin! Megan says she has been around a long time, and birthday parties are still and always will be her favorite thing to do! Megan is always making sure the kids are having fun and the parents are enjoying every moment of the party. Thank you Megan, for all you do. Your Sapphire Pin is very much deserved!

~ Megan did a great job doing everything for me. I was able to enjoy the party and not worry about taking care of anything. ~

~ Megan, our hostess, was very attentive, energetic, and did a great job of making our birthday girl feel extra special. The timing of everything was great and the kids had a blast. Thank you for making her 6th birthday so memorable. ~

~ This was my first visit in 10 years, and it was wonderful. We managed to get in early enough so there wasn't a crowd. Megan checked us in and gave us great suggestions to try. The unlimited pass was a hit with our kids, and our Make a Wish reveal was a success. My wish kid said today was the best day ever. Thank you guys for helping create more wonderful memories for our family. ~



Congratulations to Team Richmond #056, as they award their next Sapphire Pin earner, Rayven Cobb!

Rayven joined the Chuck E. family 1 year ago, and has been a super star every since. Rayven always has a smile on her face, and she always knows exactly what party moms want and need before they ask. Thank you Rayven, for all you do. Your Sapphire Pin is very much deserved!

~ Our host, Rayven, was amazing! She was so helpful and available for us. It was a very special birthday for our son. ~

~ Our server was really great. Very attentive and helpful. ~

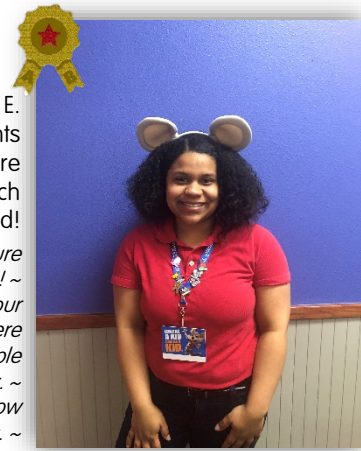
~ Everything, she was very respectful. She has very good communication. I love her thank you very much. ~

Congratulations to Maria Hierro, the next Ruby Pin Earner for team Paramus #482! Maria joined the Chuck E. family 3 ½ years ago, and has loved it ever since. Maria makes it a priority to bond with the party parents and kids to work as a team. She is always enthusiastic with everything she does, and is always making sure mom and dad never have to lift a finger. Thank you Maria, for all you do. Your Ruby Pin is very much deserved!

~ Maria was fantastic and made sure all kids had drinks, cake, and party favors. She was on top of her game. Made sure all kids were together and enjoyed their time. Thank you so much for everything! ~

~ Everything was smooth and everybody was very nice and accommodating. There was a snowstorm the day before our party and we were called to make sure we were still coming and our party host was very understanding if people were unable to show up due to the snow. We didn't ask for special treatment, yet we were treated as if we were the only people there. Maria was our host and she was fantastic. ~

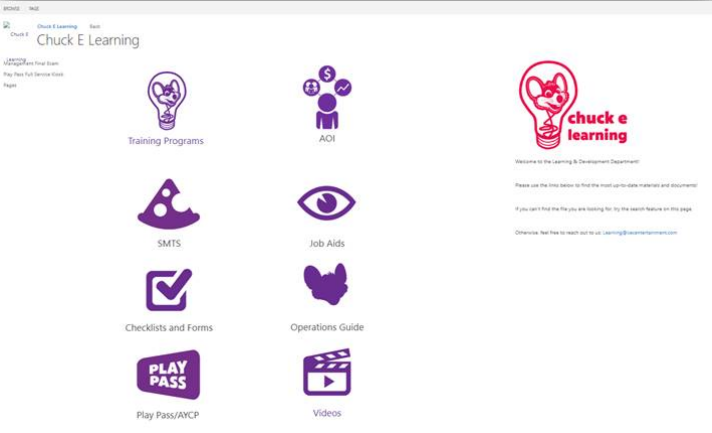
~ It was so much fun. My boys loved it. Maria was amazing and so helpful. Would definitely come back because of how well organized it was. ~





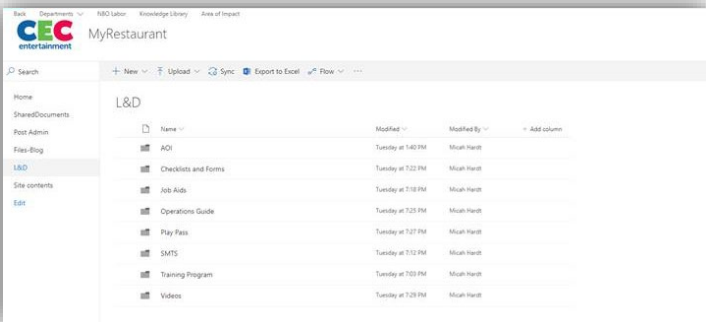
SHaREPOINT UPdAtEs

When accessing the L&D page on Sharepoint, you might be used to seeing THIS:



Now, accessing it will take you to this, but DON'T WORRY! The contents are exactly the same and will get you all of the info you need.

Also, all files will need to be downloaded directly from the site – you will no longer be able to edit in the browser itself.



If there is something that you DON'T see on Sharepoint that you think SHOULD be there, please let us know!



RISK management

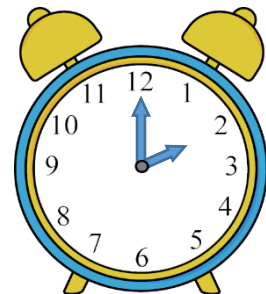
Tip of the Week:

Control access into the building. No vendor or service company employee should be allowed to roam the restaurant unattended or monitored, excluding carpet cleaners, PFS night drop off, or ecolab.



DAYLIGHT savings RemINDER

Daylight Savings has already started, we are still trying to recover in sleep!



Reminder: Check exterior light timers to make sure they are coming on at dusk!



merch ORDER Day

A friendly reminder:

Please place your DFI order **NO LATER** than 12:00 Noon (local time) on your order day.

There have been a large amount of late orders in the system recently and DFI is not equipped to handle late orders, needing to eliminate making suggestions. If orders are received late, they will be delivered as an order for the following week.

If you are unsure of your order day, please reach out to

merchandise@cecentertainment.com



INTERNATIONAL
DEVELOPMENT

INTL. DREAM Team

Do you have a dream to travel and see the world?

Do you have a desire to Train?

Do you have an itch to spread Chuck E. culture and hospitality?



The International Dream Team is looking for **YOU**
to help open new restaurants in:
Egypt, Jordan, India, Kuwait,
Oman, El Salvador, Costa Rica

Requirements:

- ✓ Kitchen, Cash, Gameroom, and Showroom Certified Trainers
- ✓ TEAM2 Level, OC, Manager, or Tech
- ✓ Current Passport
- ✓ Able to travel for 4 weeks at a time
- ✓ Must have DM/GM approval to apply
- ✓ Willing and able to work long hours setting up, cleaning, and training
- ✓ Perfect job knowledge of your AOI
- ✓ Good communicator and adaptable
- ✓ GREAT hospitality and the ability to have fun while you work

If you meet these requirements and are interested, please contact Denis Richardson, Franchise Business Senior Director at:

drichardson@cecentertainment.com



PAYROLL

FORMER employee W-2'S

If you have a former employee who is looking for their W-2 form, please have them email their inquiry to w2@cecentertainment.com



OPERATIONS

Name BADGE OF PRIDE

Pre-Game Warm-Up

Pictures of creative name badges are starting to trickle in – check out some of the designs submitted so far!



Name badge creations will be featured in the Focus over the next several weeks, so be sure and send yours in to myfavoritefun@cecentertainment.com

CHUCK E. CHEESE'S HOT JOBS



General Manager

834 ~ Edmonton, AB	798 ~ Rochester, MN
049 ~ Lancaster, CA	311 ~ Las Vegas Eastern Ave, NV
410 ~ Sacramento, CA	315 ~ Las Vegas Lake Mead, NV
765 ~ Lemon Grove, CA	653 ~ Yonkers, NY
115 ~ Littleton, CO	840 ~ Amherst, NY
349 ~ Batavia, IL	738 ~ Sharonville, OH
688 ~ Arlington Hts, IL	740 ~ Canton, OH
346 ~ Indy Greenwood, IN	856 ~ Waco, TX
963 ~ Lexington, KY	652 ~ Richmond, VA
	843 ~ West Allis, WI

District Manager

Latin American Operations Consultant

Tech Manager

671 ~ Little Rock, AR	605 ~ Savannah, GA	561 ~ Cincinnati Colerain, OH
108 ~ Redwood City, CA	615 ~ Fayetteville, GA	754 ~ Lima, OH
325 ~ Fullerton, CA	073 ~ Matteson, IL	539 ~ Reading, PA
414 ~ Murrieta, CA	670 ~ Columbus, IN	055 ~ Knoxville, TN
761 ~ Santa Maria, CA	401 ~ Gaithersburg, MD	970 ~ Memphis, TN
784 ~ Vista, CA	478 ~ Danvers, MA	031 ~ Tyler, TX
066 ~ Jax-Orange Park, FL	713 ~ Southgate, MI	857 ~ Sherman, TX
778 ~ Naples, FL	568 ~ Lincoln, NE	319 ~ Greenbay, WI
	332 ~ Albuquerque, NM	

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions

interested in a peter piper opportunity?



Tech Manager

Mesquite, TX #1273

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions